



## AGENDA ACTION FORM

### **Consideration of a Resolution to Extend the Agreement with Raftelis for Customer Information Software Implementation Consulting and Support**

To: Board of Mayor and Aldermen

From: Chris McCartt, City Manager *CM*

Action Form No.: AF-321-2025

Work Session: December 1, 2025

First Reading: N/A

Final Adoption: December 2, 2025

Staff Work By: Floyd Bailey

Presentation By: Floyd Bailey

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#### **Strategic Focus Area: 1. Efficient & Responsive Government**

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#### **Recommendation:**

Approve the Resolution

#### **Executive Summary:**

In October 2024, the Board of Mayor and Aldermen authorized a contract (AF-276-2024) with Raftelis Financial Consultants, LLC (Raftelis) for the implementation and management support of the City's Customer Information System (CIS). The original agreement was valued at \$399,300 for an estimated 1,320 hours of services. This is a request to extend the agreement with Raftelis Financial Consultants, to increase the total hours by 584 (from 1,320 to 1,904 hours) and the total contract value by \$136,900 (from \$399,300 to \$536,200). Also, this will provide for extension of the expected Go-Live date from February 2026 to the current Go-Live date of April 2026.

Over the past year, Raftelis has provided invaluable expertise and support to the city, enabling steady progress on the CIS implementation. Key contributions include:

- Detailed project planning and coordination.
- Development of comprehensive test scripts for each implementation phase; and
- Proactive management of implementation, testing efforts, risks, and timelines to maintain momentum and meet project objectives.

These efforts have been instrumental in anticipating challenges, mitigating risks, and ensuring alignment with the City's desired timelines and goals.

Funding for this project is available and identified in GP2502.

#### **Attachments:**

1. Resolution
2. Raftelis Agreement

|            | Y | N | O |
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| Baker      | — | — | — |
| Cooper     | — | — | — |
| Duncan     | — | — | — |
| George     | — | — | — |
| Mayes      | — | — | — |
| Phillips   | — | — | — |
| Montgomery | — | — | — |